

WheelsEMI Private Limited

(formerly known as Varadnarayan Savings and Investment Company Private Limited)

Grievance Redressal Procedure

Great services help companies drive the customer acquisition, retention and efficiency which in turn make the company successful. At WheelsEMI, the core philosophy being Grievance Redressal has always been customer care, and hence we have developed a four tier approach to leave no stone unturned in solving the customer complaints.

The company has established a four tier approach to resolve any complaint / query / grievance

1. Level 1:

- (a) In case of any query/grievance, the borrower/s may contact the respective Branch Team/s through the following channels:
 - (i) Visiting Branch office and register their complaint/query/grievance in the complaint register available in the branch.
 - (ii) Telephonically by contacting the call centre team at 7770005555
 - (iii) Writing email at customercare@wheelsemi.com (Kind attention: Mr. Dinesh Khelpande)
- (b) We shall strive to provide the borrower/s with a suitable response/resolution on his complaint/query/grievance within 14 working days.
- (c) In case the borrower/s is not satisfied with the resolution/respond provided by the branch team/s in due course, then he may escalate his complaint in the following manner.

2. Level 2:

In case the borrower/s is not satisfied with the resolution/respond provided by the branch team/s in due course, then he/she may contact our Customer Response Team through any of the following channels:

Mail: WheelsEMI Private Limited

Kind attention: Mr. Ratheesh K. Bharathan

2nd Floor, Krupa Building, 170, Dhole Patil Road,
Above UCO Bank, Pune - 411001

Email: ratheesh@wheelsemi.com

Telephone: 020-2616 1017

We will strive to solve your complaint/query/grievance at this level.

3. Level 3:

In case the Borrower/s is still dissatisfied with the resolution/respond provided by our Customer Response Team, then he/she may further contact our Grievance Redressal Officer through any of the following channels:

Mail: WheelsEMI Private Limited,

Kind attention: Mr. Koustubh Shaha

2nd Floor, Krupa Building, 170, Dhole Patil Road,
Above UCO Bank, Pune - 411001

Email: Koustubh.shaha@wheelsemi.com

Telephone: 020 - 2616 1017

We will make our best efforts to solve your complaint/query/grievance at this level

4. Level 4:

If the compliant/query/grievance is not redressed within a period of one month or if the borrower/s is dissatisfied with the response received, the complainant may appeal the Officer– in-Charge of Regional office of DNBS of RBI through any of the following channels.

CGM- DNBS Officer-in-Charge

Mumbai Regional Office,
Opposite Mumbai Central Station,
Near Maratha Mandir Cinema,
Byculla, Mumbai 400 008.
Email: bomumbai@rbi.org.in

Phone: 022-24931214